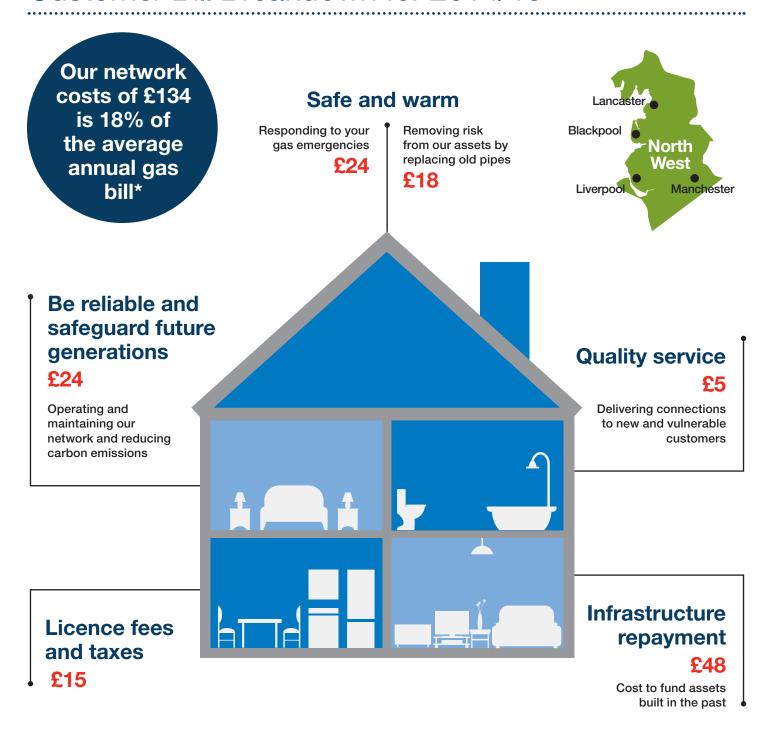


## **North West Gas Distribution Network**

## Customer Bill Breakdown for 2014/15



All figures in 2014/15 prices, based on the average domestic gas consumption of 13,500kWh. The Infrastructure Repayment includes our Return on Regulated Equity (RoRE). For more information on this and other performance metrics see Our Performance at www.talkingnetworksngd.com/price-control.aspx

\*Source: Ofgem

## **North West Gas Distribution Network**

What we delivered for you in 2014/15

Overall we operated the network safely to 2.7 million customers



We maintained 99 99%
network reliability. A small number
of consumers experience an unexpected
loss of supply each year. Houses are
reconnected in 10 hours on average



98% of potential gas escapes on our network attended within 1 hour



48%

of outside escapes repaired within 12 hours



We need to reduce the time it takes us to complete repairs from 12 days to

9 days



32%

Average awareness rose from 6.5 to 8.6/10



3,300 customers heated by renewable green gas





The health of our assets improved by

15%









**..12,000** 

tonnes of carbon saved by repairing leaks. That's equivalent to taking



**5,773** cars off the road

We connected

vulnerable customers to gas



We resolved 98% of complaints first time

